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**FAX COVER LETTER**

August 2, 2007

**TO:** Examiner Brent S. Stace  
**COMPANY:** Commissioner for Patents – Art Unit 2161  
**PHONE:** 571.272.3734  
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**FROM:** Rudolph P. Hofmann  
**DIRECT DIAL:** (612) 607-7340  
**EMAIL:** RHofmann@oppenheimer.com  
**RE:** U.S. Patent Application 10/619,917  
 Our File No. 60021-378501

**CERTIFICATE OF FACSIMILE TRANSMISSION**

I certify that the following correspondence is being transmitted by facsimile to the Commissioner for Patents on the date shown below:

1. Amendment and Response

2. 1 Drawing Sheet (Fig. 7)

  
 Jodi A. Byers

Aug. 2, 2007  
 Date

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PATENT

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Christopher J. Allen	
Serial No.:	10/619,917	
Filing Date:	July 15, 2003	Group Art Unit: 2161
Title:	SYNCHRONIZATION OF AGENT SKILL DATA	Examiner: Stace, Brent S.
Docket No:	60021-378501	

## Certificate of Mailing/Transmittal

Mail Stop Amendment  
 Commissioner for Patents  
 P.O. Box 1450  
 Alexandria, VA 22313-1450

I hereby certify that this correspondence is being facsimile transmitted to the USPTO (Fax. No. 571.273.8300) or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below.

*Jodi A. Byers* 8/2/07  
 Jodi A. Byers Date

AMENDMENT AND RESPONSE TO OFFICE ACTION

Dear Sir:

In response to the Office Action mailed May 8, 2007, Applicant submits the following amendments and remarks.

**Amendments to the Specification begin on page 2.**

**Amendments to the Drawings begin on page 2.**

**Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.**

**Remarks/Arguments begin on page 10 of this paper.**